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April 27, 1999
FINAL

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
2000 M Street NW, Suite 480
Washington, DC 20554

Dear Mr. Hatfield:

As required by Part 63.100(a) of the Commissions Rules, AT&T hereby files its Final Service Disruption Report for an AT&T network outage.

1. DATE / INCIDENT LOCATION TIME:

April 5, 1999, 09:20 AM EDT

2. GEOGRAPHICAL AREA AFFECTED:

Greensboro, NC – Winston Salem, NC

3. CUSTOMERS AFFECTED (APPROXIMATELY):

71,085 (based on blocked calls)

4. TYPES OF SERVICES AFFECTED:

Toll Access, Toll Completing and OSPS

5. DURATION OF OUTAGE:

4 hours 28 minutes

6. BLOCKED CALLS:

213,255

7A. CAUSE OF INCIDENT:

A non-AT&T contractor severed an AT&T lightguide cable during a bulldozing operation to remove a billboard in Greensboro, NC. The contractor was to remove the billboard by a specific date set by the Department of Transportation (DOT) in a road project to widen Interstate 40. The span where the cut occurred was clearly marked with the right-of-way, however the contractor did not notify the One Call Center of the work activity.

7B. EQUIPMENT NAME / TYPE:

Fiber optic cable

7C. PART OF NETWORK:

North Carolina

8. RESTORATION METHODS:

7 T3s restored on overhead restoration within 4 hours 9 minutes
24 T3s restored by physical repair within 4 hours 28 minutes

9. STEPS TO PREVENT REOCCURRENCE:

The North Carolina One Call process states that an excavator must call 48 hours prior to any excavation activity. Immediately following this outage, AT&T's Technical Support Group representative and local On Site Work Force technician reviewed the contractor's responsibility to contact the One Call Center before performing any digging activity around buried utilities.

10. APPLICABLE BEST PRACTICES:

AT&T has reviewed SECTION A – FIBER OPTIC CABLE DIG-UPS: CAUSES AND CURES in the **Network Reliability: A Report to the Nation, June 1993**. Based on the root cause of this outage, AT&T is in complete support of enforcing the call-before-you-dig legislation as referenced below, in striving to prevent future incidents.

6.1.3 Details – Key lessons and best practices

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Call-Before-You-Dig Legislation – enforce, enact, and/or revise state and federal underground facility damage prevention laws.

Contractor Awareness – offer public service seminars, publish literature, and announcements by facility owners to educate contractors, right-of-way owners, and private property owners.

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Sincerely,

A handwritten signature in black ink, appearing to read "M. D. Quinn". The signature is fluid and cursive, with a long horizontal stroke at the end.